

State of Hawaii  
Department of Public Safety  
Institutions Division

**Request for Proposals**  
**RFP No.: PSD 13-COR-31**

**INTENSIVE OUTPATIENT (IOP) AND OUTPATIENT (OP)  
SUBSTANCE ABUSE TREATMENT PROGRAMS FOR  
ADULT MALE AND FEMALE OFFENDERS IN THE  
CUSTODY OF DEPARTMENT OF PUBLIC SAFETY OR THE  
HAWAII PAROLING AUTHORITY IN  
KONA, HAWAII**

April 4, 2013

*Note: It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The State shall not be responsible for any incomplete proposal submitted as a result of missing addenda, attachments or other information regarding the RFP.*

April 4, 2013

**REQUEST FOR PROPOSALS  
INTENSIVE OUTPATIENT (IOP) AND OUTPATIENT (OP) SUBSTANCE ABUSE  
TREATMENT PROGRAMS FOR ADULT MALE AND FEMALE OFFENDERS IN THE  
CUSTODY OF DEPARTMENT OF PUBLIC SAFETY OR THE HAWAII PAROLING  
AUTHORITY IN KONA, HAWAII  
RFP No. PSD 13-COR-31**

The Department of Public Safety (PSD), Institutions Division (ID), is requesting proposals from qualified applicants to provide an Intensive Outpatient (IOP) and Outpatient (OP) Substance Abuse Treatment Program (IOP) for adult male and female offenders in the custody of Department of Public Safety (PSD) or the Hawaii Paroling Authority (HPA) in Kona, Hawaii. Funding for these programs is \$294,000.00 for the twenty-four month period beginning June 1, 2013, \$147,000.00 per fiscal year.

The goal of all components of the continuum of treatment services is to reduce recidivism by treating substance abuse and criminality. The goal of the IOP and OP is to provide a level of substance abuse treatment for adult male and female sentence female offenders in the custody of PSD or the HPA in Kona, Hawaii. The Service Provider shall develop an individualized treatment plan for each offender and link the offender with the appropriate treatment services in the community.

PSD-ID will conduct an orientation meeting to discuss the scope of work, and the required Service Provider qualifications—on April 11, 2013 at 9:00 AM at PSD, 919 Ala Moana Boulevard, Room 413, Honolulu, Hawaii 96814. Prospective applicants may call in at 1 (661) 673-8600, when prompted for the Participant Access Code, enter 758741#. All prospective applicants are encouraged to attend the orientation.

Written questions regarding the RFP shall be sent to the address cited; faxed to the attention of Mr. Marc Yamamoto at (808) 587-1244; or e-mailed to [marc.s.yamamoto@hawaii.gov](mailto:marc.s.yamamoto@hawaii.gov) by April 15, 2013. An addendum responding to applicant's written questions will be issued by April 19, 2013.

Proposals shall be mailed, postmarked by the United States Postal Service on or before May 3, 2013, and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawaii Standard Time (HST), on May 3, 2013, at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

## PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

<b>NUMBER OF COPIES TO BE SUBMITTED: 4</b>
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ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **May 3, 2013** and received by the state purchasing agency no later than **10 days from the submittal deadline.**

### All Mail-ins

Department of Public Safety  
Administrative Services Office – Purchasing  
and Contracts Section  
919 Ala Moana Boulevard, Room 413  
Honolulu, Hawaii 96814

### RFP COORDINATOR

Coordinator: Marc S. Yamamoto  
Telephone No.: (808) 587-1215  
Facsimile No.: (808) 587-1244  
E-mail Address:  
[marc.s.yamamoto@hawaii.gov](mailto:marc.s.yamamoto@hawaii.gov)

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), May 3, 2013.** Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **May 3, 2013.**

### Drop-off Site

Department of Public Safety  
Administrative Services Office – Purchasing and Contracts Section  
919 Ala Moana Boulevard, Room 413  
Honolulu, Hawaii 96814

# RFP Table of Contents

## Section 1 Administrative Overview

I.	Procurement Timetable .....	1-1
II.	Website Reference .....	1-2
III.	Authority .....	1-2
IV.	RFP Organization .....	1-3
V.	Contracting Office .....	1-3
VI.	Orientation .....	1-3
VII.	Submission of Questions.....	1-4
VIII.	Submission of Proposals .....	1-4
IX.	Discussions with Applicants .....	1-6
X.	Opening of Proposals .....	1-7
XI.	Additional Materials and Documentation .....	1-7
XII.	RFP Amendments.....	1-7
XIII.	Final Revised Proposals .....	1-7
XIV.	Cancellation of Request for Proposals.....	1-7
XV.	Costs for Proposal Preparation .....	1-8
XVI.	Provider Participation in Planning .....	1-8
XVII.	Rejection of Proposals .....	1-8
XVIII.	Notice of Award .....	1-8
XIX.	Protests.....	1-9
XX.	Availability of Funds .....	1-9
XXI.	General and Special Conditions of the Contract.....	1-10
XXII.	Cost Principles .....	1-10

## Section 2 - Service Specifications

I.	Introduction	
A.	Overview, Purpose or Need .....	2-1
B.	Planning activities conducted in preparation for this RFP.....	2-1
C.	Description of the Goals of the Service.....	2-1
D.	Description of the Target Population to be Served .....	2-1
E.	Geographic Coverage of Service .....	2-1
F.	Probable Funding Amounts, Source, and Period of Availability .....	2-1
II.	General Requirements .....	2-2
A.	Specific Qualifications or Requirements .....	2-2
B.	Secondary Purchaser Participation .....	2-2
C.	Multiple or Alternate Proposals .....	2-2
D.	Single or Multiple Contracts to be Awarded .....	2-2
E.	Single or Multi-Term Contracts to be Awarded.....	2-3
F.	RFP Contact Person .....	2-3

III.	Scope of Work .....	2-3
A.	Service Activities .....	2-3
B.	Management Requirements.....	2-3
C.	Facilities.....	2-4
IV.	Compensation and Method of Payment .....	2-5

### **Section 3 - Proposal Application Instructions**

	General Instructions for Completing Applications.....	3-1
I.	Program Overview .....	3-2
II.	Experience and Capability .....	3-2
A.	Necessary Skills .....	3-2
B.	Experience.....	3-2
C.	Quality Assurance and Evaluation.....	3-2
D.	Coordination of Services .....	3-2
E.	Facilities .....	3-2
III.	Project Organization and Staffing .....	3-2
A.	Staffing .....	3-3
B.	Project Organization .....	3-3
IV.	Service Delivery .....	3-3
V.	Financial.....	3-4
A.	Pricing Structure .....	3-4
B.	Other Financial Related Materials .....	3-4
VI.	Other .....	3-5
A.	Litigation .....	3-5

### **Section 4 – Proposal Evaluation**

I.	Introduction.....	4-1
II.	Evaluation Process .....	4-1
III.	Evaluation Criteria .....	4-2
A.	Phase 1 – Evaluation of Proposal Requirements .....	4-2
B.	Phase 2 – Evaluation of Proposal Application .....	4-2
C.	Phase 3 – Recommendation for Award .....	4-5

### **Section 5 – Attachments**

Attachment A.	Competitive Proposal Application Checklist
Attachment B.	Sample Proposal Table of Contents

# **Section 1**

## **Administrative Overview**

# Section 1

## Administrative Overview

**Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.**

### I. Procurement Timetable

**Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.**

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	April 4, 2013
Distribution of RFP	April 4, 2013
RFP orientation session	April 11, 2013
Closing date for submission of written questions for written responses	April 15, 2013
State purchasing agency's response to applicants' written questions	April 19, 2013
Discussions with applicant prior to proposal submittal deadline (optional)	April 23, 2013
Proposal submittal deadline	May 3, 2013
Discussions with applicant after proposal submittal deadline (optional)	May 8, 2013
Final revised proposals (optional)	May 13, 2013
Proposal evaluation period	May 6, 2013 to May 16, 2013
Provider selection	May 17, 2013
Notice of statement of findings and decision	May 20, 2013
Contract start date	June 3, 2013

## II. Website Reference

**The State Procurement Office (SPO) website is  
<http://hawaii.gov/spo/>**

<b>For</b>	<b>Click</b>
1 Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2 RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3 Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4 Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5 Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6 Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7 Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

### **Non-SPO websites**

**(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)**

<b>For</b>	<b>Go to</b>
8 Tax Clearance Forms (Department of Taxation Website)	<a href="http://hawaii.gov/tax/">http://hawaii.gov/tax/</a> click "Forms"
9 Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	<a href="http://capitol.hawaii.gov/">http://capitol.hawaii.gov/</a> click "Bill Status and Documents" and "Browse the HRS Sections."
10 Department of Commerce and Consumer Affairs, Business Registration	<a href="http://hawaii.gov/dcca">http://hawaii.gov/dcca</a> click "Business Registration"
11 Campaign Spending Commission	<a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>

## III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.



## **IV. RFP Organization**

This RFP is organized into five sections:

***Section 1, Administrative Overview.*** Provides applicants with an overview of the procurement process.

***Section 2, Service Specifications.*** Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

***Section 3, Proposal Application Instructions:*** Describes the required format and content for the proposal application.

***Section 4, Proposal Evaluation:*** Describes how proposals will be evaluated by the state purchasing agency.

***Section 5, Attachments:*** Provides applicants with information and forms necessary to complete the application.

## **V. Contracting Office**

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Public Safety  
Corrections Program Services  
919 Ala Moana Boulevard, Room 405  
Honolulu, Hawaii 96814

Contact Person: Ms. Joy Windham  
Telephone Number: (808) 587-3479  
Facsimile Number: (808) 587-2568  
e-mail address: [joy.m.windham@hawaii.gov](mailto:joy.m.windham@hawaii.gov)

## VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

**Date:** April 11, 2013      **Time:** 9:00 am to 10:00 am HST  
**Location:** 919 Ala Moana Boulevard, Room 413  
Honolulu, Hawaii 96814

Prospective applicants unable to attend the orientation meeting in person may call in at 1 (661) 673-8600, when prompted for the Participant Access Code, enter 758741#. All prospective applicants are encouraged to attend the orientation.

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

## VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

**Date:** April 15, 2013      **Time:** 4:30 p.m. HST

State agency responses to applicant written questions will be provided by:

**Date:** April 19, 2013

## VIII. Submission of Proposals

- A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office

website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
  2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
  3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.
- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Hawaii Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawaii State Department of Taxation (DOTAX), Internal Revenue Service (IRS), Department of Labor and Industrial

Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to **subsection II**, Website Reference, for HCE's website address.

- **Tax Clearance.** Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See subsection II, Website Reference for DOTAX and IRS website address.)
- **Labor Law Compliance.** Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating to workers' compensation, unemployment compensation, payment of wages, and safety. (See subsection II, Website Reference for DLIR website address.)
- **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See subsection II, Website Reference for DCCA website address.)

- E. **Campaign Contributions by State and County Contractors.** Contractors are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See subsection II, Website Reference.)
- F. **Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany

the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

***Note that price is not considered confidential and will not be withheld.***

- G. **Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

**Electronic Submittal of Proposals.** Are not permitted.

## **IX. Discussions with Applicants**

- A. **Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. **After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

## **X. Opening of Proposals**

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

## **XI. Additional Materials and Documentation**

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

## **XII. RFP Amendments**

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

## **XIII. Final Revised Proposals**

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal Application Identification Form (SPO-H-200).* After final revised proposals are received, final evaluations will be conducted for an award.

## **XIV. Cancellation of Request for Proposal**

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

## **XV. Costs for Proposal Preparation**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

## **XVI. Service Provider Participation in Planning**

Service Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and Service Providers' resources, shall not disqualify Service Providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

## **XVII. Rejection of Proposals**

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

## **XVIII. Notice of Award**

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

## **XIX. Protests**

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

<b>Head of State Purchasing Agency</b>	<b>Procurement Officer</b>
Name: Ted Sakai	Name: Teresita V. Fernandez
Title: Director	Title: Acting Business Management Officer
Mailing Address: 919 Ala Moana Boulevard, Room 400 Honolulu, Hawaii 96814	Mailing Address: 919 Ala Moana Boulevard, Room 413 Honolulu, Hawaii 96814



Business Address: Same as above.	Business Address: Same as above.
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## **XX. Availability of Funds**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

## **XXI. General and Special Conditions of Contract**

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

### **INSURANCE REQUIREMENTS**

Service Provider shall maintain in full force and effect during the life of this contract, liability and property damage insurance to protect the Service Provider and his subcontractors, if any, from claims for damages for personal injury, accidental death and property damage which may arise from operations under this contract, whether such operations be by himself or by an subcontractor or anyone directly or indirectly employed by either of them. If any subcontractor is involved in the performance of the contract, the insurance policy or policies shall name the subcontractor as additional insured.

As an alternative to the Service Provider providing insurance to cover operations performed by a subcontractor and naming the subcontractor as additional insured, Service Provider may require subcontractor to provide its own insurance which meets the requirements herein. It is understood that a subcontractor's insurance policy or policies are in addition to the Service Provider's own policy or policies.

The following minimum insurance coverage(s) and limit(s) shall be provided by the Service Provider, including its subcontractor(s) where appropriate.

#### **Coverage**

#### **Limits**

Commercial General Liability  
(occurrence form)

\$2,000,000 for each person for each  
occurrence for bodily injury and

property damage

The Commercial General Liability insurance policy required of the Service Provider, including any subcontractor's policy, shall contain the following clauses:

1. "This insurance shall not be canceled, limited in scope of coverage or non-renewed until after 30 days written notice has been given to the State of Hawaii, Department of Public Safety, Administrative Services Office—Purchasing and Contracts, 919 Ala Moana Boulevard, Room 413 Honolulu, Hawaii 96814."
2. "The State of Hawaii is added as an additional insured as respects to operations performed for the State of Hawaii."
3. "It is agreed that any insurance maintained by the State of Hawaii will apply in excess of, and not contribute with, insurance provided by this policy."

The minimum insurance required shall be in full compliance with the Hawaii Insurance Code throughout the entire selection term, including all extended periods if exercised.

Service Provider agrees to deposit with the State of Hawaii certificate(s) of insurance necessary to satisfy the State that the insurance provisions of this agreement have been complied with and to keep such insurance in effect and the certificate(s) on deposit with the State during the entire term of this agreement, including those of its subcontractor(s), where appropriate. Upon request by the State, Service Provider shall be responsible for furnishing a copy of the policy or policies.

Failure of the Service Provider to provide and keep in force such insurance shall be regarded as material default under this agreement, entitling the State to exercise any or all of the remedies provided in this agreement for a default of the Service Provider.

The procuring of such required insurance shall not be construed to limit Service Provider's liability hereunder nor to fulfill the indemnification provisions and requirements of this agreement. Notwithstanding said policy or policies of insurance, Service Provider shall be obliged for the full and total amount of any damage, injury, or loss caused by negligence or neglect connected with this agreement.

## **XXII. Cost Principles**

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

# **Section 2**

## **Service Specifications**

## **Section 2**

### **Service Specifications**

#### **XXIII. Introduction**

##### **A. Overview, purpose or need**

The Department of Public Safety's (PSD's) Institutions Division (ID) understands that some offenders with substance abuse issues may relapse after completing their recommended substance abuse treatment. If an offender relapses and does not have the effective substance abuse treatment available, it may hinder the offender's ability to successfully transition back into the community. If the offender is provided the appropriate level of substance abuse treatment, it will likely enhance public safety by reducing recidivism.

There is a need to provide evidence-based services for offenders whose lives have been adversely affected with substance abuse and criminality. These services will be Intensive Outpatient (IOP) and Outpatient (OP) substance abuse treatment for adult male and female offenders in the custody of PSD or the Hawaii Paroling Authority (HPA).

##### **B. Planning activities conducted in preparation for this RFP**

A Request for Information was held on March 14, 2013. There were no applicants participating with the RFI on March 14, 2013.

##### **C. Description of the goals of the service**

The goal of IOP and OP substance abuse treatment services is to reduce recidivism by treating substance abuse and criminality for adult male and female offenders in the custody of PSD or the HPA. The Service Provider shall conduct an assessment, develop an individualized treatment plan for each offender that is referred for services, and link the offender with the appropriate substance abuse treatment services in the community.

##### **D. Description of the target population to be served**

The target population consists of adult male and female offenders in the custody of PSD or the HPA, and has been referred by PSD to the Service Provider for an assessment, and has been identified as needing IOP or OP substance abuse treatment services based on vendor's assessment. The

target groups of offenders are those in the custody of PSD or the HPA, who will eventually be discharged from the custody of PSD or the HPA.

**E. Geographic coverage of service**

Substance abuse treatment continuum services shall be provided in Kona, Hawaii.

**F. Probable funding amounts, source, and period of availability**

Funding available for services under this RFP is approximately \$294,000.00 for the initial 24 month period, \$147,000 per year.

## **XXIV. General Requirements**

**A.** Specific qualifications or requirements, including but not limited to licensure or accreditation.

1. Service Provider shall operate the program in accordance with the rules, regulations and policies of PSD. Service Provider shall monitor offenders' behavior to ensure compliance with all State and Federal laws and rules and regulations of PSD.
2. Service Provider shall have a written plan for disaster preparedness.
3. Service Provider shall submit a copy of its operating policies and procedures to PSD when requested. The copy is to be provided at the Service Provider's expense.
4. Service Provider shall assign staff to attend provider meetings as scheduled by PSD.
5. Service Provider shall adopt a policy regarding tuberculosis (TB) that states it provides for TB education as appropriate, and notifies PSD of such illness.
6. Service Provider shall operate as a profit corporation under the laws of the State of Hawaii or non-profit organization determined by the Internal Revenue Services to be exempt from the federal income tax. If a nonprofit corporation, the Service Provider must have a governing board whose members have not material conflict or interest and serve without compensation.

7. Service Provider shall maintain by-laws or policies that describe the manner in which business is conducted and policies that relate to nepotism and management of potential conflict of interest situations.
8. Service Provider shall be required to accept offenders referred by PSD who have been assessed as being appropriate for, or in need of, substance abuse treatment services unless the Service Provider presents the PSD with justifiable reason that a particular offender should not be accepted into the program. Services under this contract shall be provided to only those offenders referred by PSD. PSD shall make the final determination as to whether an offender will continue to receive substance abuse treatment services or to be terminated from receiving substance abuse treatment services.
9. Service Provider shall be responsible for the coordination and the delivery of services to the offenders. PSD shall approve any deviation from the number of sessions held with each offender in writing.
10. Service Provider shall conduct *random* urinalysis testing of substance abuse. Service Provider must obtain approval for the method and tools to be used for urinalysis testing with the Administrators of PSD. Service Provider shall *immediately* notify the referring Case Manager when an offender has a positive urinalysis.
11. As ruled by the Office of Information Practices, PSD may withhold from inspection by the offender or his/her attorney, all confidential progress reports, assessment reports, and treatment recommendations provided by the Service Provider, unless instructed otherwise by the Department of the Attorney General. Whenever the Service Provider is requested by the offender, his/her family, or his/her attorney, to provide assessment reports or treatment progress reports to the offender, his family, or his attorney, the Service Provider shall inform the requesting party that such reports are the property of PSD, and that all requests should be directed to the contracting officer. Service Provider shall notify the contracting officer, that such a request was made. The Service Provider shall not release such reports directly to the offender or to any party representing the offender. Hawaii Revised Statutes Chapter 92, Section F-22 (1) (B) prohibits the release of confidential records that were previously submitted to criminal justice agencies.
12. Service Provider shall adopt and implement a policy on alcohol and other drug use (including psychotropic, mood stabilizing medication and methadone) while individuals are in treatment. Offenders cannot be

excluded solely on the basis of the use of medically prescribed medication.

13. Service Provider shall allow the appropriate agency's (i.e. PSD, HPA, Office of Youth Services, Attorney General, and Judiciary) staff to use the Correctional Program Checklist (CPC) that is the revised form of the Correctional Program Assessment Inventory (CPAI). Service Provider shall be willing to cooperate with the staff and findings from the CPC.
14. Service Provider shall develop and maintain fiscal, statistical, and administrative records pertaining to services as specified by PSD.
15. Service Provider shall have adequate amount of staff certified in First Aid and CPR.
16. Service Provider's facilities must meet ADA requirements, as applicable and special equipment that may be required for the services.

**B. Secondary purchaser participation**

(Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed.

Planned secondary purchases: There are no planned secondary purchasers; however, after-the-fact secondary purchases will be allowed.

**C. Multiple or alternate proposals**

(Refer to §3-143-605, HAR)

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**

(Refer to HAR Section 3-143-206)

☒ Single ☐ Multiple ☐ Single & Multiple

Criteria for multiple awards: Not applicable.

**E. Single or multi-term contracts to be awarded**

(Refer to HAR Section 3-149-302)

☒ Single term (2 years or less) ☐ Multi-term (more than 2 years)

Contract terms: Award shall be for the twenty-four month period commencing June 1, 2013. This contract may be extended for not more



than two additional twelve month periods or portions thereof, subject to prior written mutual consent and subject to the availability of funds.

**F. RFP contact person**

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful Service Provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

RFP Contact Person: Marc S. Yamamoto

Department of Public Safety  
Administrative Services Office – Purchasing and Contracts Sections  
919 Ala Moana Boulevard, Room 413  
Honolulu, Hawaii 96814

Telephone Number: (808) 587-1215  
Facsimile Number: (808) 587-1244  
E-mail Address: marc.s.yamamoto@hawaii.gov

**U. Scope of Work**

The scope of work encompasses the following tasks and responsibilities:

**A. Service Activities**

(Minimum and/or mandatory tasks and responsibilities)

Service Provider will be required to accept adult male and female offenders in the custody of PSD or the HPA, who have been assessed by the PSD as being appropriate for services, unless the Service Provider presents to PSD, justifiable reason that an offender should not be accepted into the program. The Service Provider shall provide only those treatment services agreed to in advance by PSD as required for the offender. The service provider shall not extend the treatment period or terminate an offender without prior approval from PSD.

This RFP contains the specific components of substance abuse treatment services requested by PSD. Multiple substance abuse treatment services for offenders shall be comprehensive and include a continuum of services such as Initial Screening and Assessment Services, IOP and OP modalities as defined below. Services under this section shall be provided

to those offenders referred by PSD. Substance abuse treatment program components shall include:

### **1. Assessment Services and Treatment Planning**

Service Provider shall conduct screening and assessment services of offenders referred for treatment within a maximum of **three (3) working days but sooner if possible**. Assessment results shall be presented in writing to the referring Case Manager within **seven (7) working days** of admission.

Upon acceptance to the Service Provider's program, Case Managers shall provide a copy of the Level of Service Inventory-Revised (LSI-R). Offenders will be referred to the Service Provider based on score results of the LSI-R/ASUS. Service Provider's assessment will focus on specific strengths, problem areas targeted for change and strategies for change. As part of the assessment process, the Service Provider may discuss the offender's institutional file with the referring Case Manager, for any additional information that may contribute to formation of the treatment plan. Information gathered in the assessment will be used to develop a treatment plan.

Based on the assessment results, individualized treatment plans shall be developed for all offenders. Treatment plans shall be prepared **within fourteen (14) days of admission** by program's staff in cooperation with the offender. Treatment plans shall include treatment services (e.g., group, individual, and education), projected time in treatment, short and long-range goals, and should measure an offender's progress in treatment. The treatment plan shall also include the top 3 criminogenic areas to be targeted. The offender will be included in the development of the treatment plan, which becomes part of the treatment record. The Service Provider will develop treatment phases that reflect measurable and observable changes in the offenders' attitudes and behaviors. The treatment plans shall coincide with the treatment phases and document offender behavioral and attitudinal changes.

Service Provider shall develop a mechanism for periodic review and updating of the treatment plan as the offender progresses through treatment with monthly written progress reports being submitted to the referring Case Manager. Service Provider shall notify the referring Case Manager when an offender is not accepted into the program, of offenders who do not contact the program, and of those who don't attend their initial sessions **within five (5) working days** of the referral.

The proposal must include the assessment instrument to be used, the process to be used for reviewing and updating the offender's treatment plan, the estimated number of assessments to be conducted annually, and the unit cost for the assessment services.

Service Provider shall ***openly communicate*** with the referring Case Manager.

## **2. Education and Treatment Services**

Case Management provides services to assist and support offenders in developing their skills to gain access to needed medical, social educational and other services essential to meeting basic human services, linkages and training for the offender served in the use of basic community resources, and monitoring of overall service delivery. Staff members whose primary function is case management, generally provide this service.

Program shall be tailored to deal with needs identified in the LSI-R/ASUS and offender's assessment and treatment plan. Service Provider shall provide level of services matched to the level of risk. The treatment shall be matched with the appropriate levels of care that meet individual needs based on assessment of offender characteristics, such as learning style and responsivity. Program services should include both educational services (i.e., criminogenic issues, cognitive restructuring, skill building, family issues, and substance abuse/addiction issues) and group counseling. Service Provider shall utilize a cognitive-behavioral curriculum that addresses the interaction of criminal thinking and drug abuse using a group treatment format. The curriculum shall offer a method that allows participants to explore and correct their thinking errors, learn new coping behaviors, and rehearse and practice these new behaviors and attitudes for optimal skill development. Treatment must target criminogenic issues such as antisocial attitudes, chemical dependency, criminal companions, physical and mental health, social relationships, vocational/financial, residence/neighborhood, and education. Service Provider shall offer a relapse prevention component to the treatment program that includes education, and rehearsal and practice of relapse prevention skills.

Service Provider will develop an open-ended treatment program. Clinical discharge from the treatment program shall be contingent on the participation and progress in the treatment program and not solely on time spent in the program. The length of stay in treatment shall be

sufficient for change to occur, but not so long as to reduce treatment effectiveness. Service Provider shall develop and implement an appropriate transition plan for each offender in the final phase of treatment prior to discharge. The plan shall address transition and recovery issues and relapse prevention and shall be reviewed with the referring case manager prior to implementation.

### **3. Individual, Family/Couple, and Group Counseling**

The treatment program shall include: **Individual Counseling** which provides the utilization of special skills by a clinician to assist offenders and/or their families/significant others in achieving treatment objectives through the exploration of alcohol and other drug problems/addiction and their ramifications, including an examination of attitudes and feelings, consideration of alternative solutions and decision making, or discussing didactic materials with regard to alcohol and other drug related problems. The Service Provider shall conduct individual counseling session for each participating offender at each phase increment or when necessary as dictated by the counselor or when requested by the offender. The recommended session length should be about fifteen (15) minutes. Some offenders may require additional assistance to learn treatment materials, to accept the need to change, or to overcome their specific barriers to change. Individual counseling sessions may be provided to deal with issues not appropriate for the group setting; **Family/Couple Counseling**, which provides counseling for alcohol and/or drug treatment with an offender's family member or significant other, typically delivered as a scheduled hourly event; **Skills Development**, which provides activities to develop a range of skills to help maximize offender community integration and independent living. Services may be provided in individual or group setting; **Group Counseling**, which provides the utilization of special skills by a clinician to assist two or more individuals and/or their families/significant others in achieving treatment objectives through the exploration of alcohol and other drug problems and/or addiction and their ramifications, including an examination of attitudes and feelings, consideration of alternative solutions and decision making, and/or discussing didactic materials with regard to alcohol and other drug related problems.

### **3. Intensive Outpatient Program (IOP)**

Service Provider shall provide non-residential alcohol and/or other drug treatment service that usually operates for **at least three (3) or**

**more hours per day for three or more days per week**, in which the offender participates in accordance with an approved Individualized Treatment Plan. IOP services may include, but are not limited to: individual and group counseling, crisis intervention, referral and information, drug screening services and nutrition counseling; however, the listed below must be provided:

IOP shall include, but are not limited to, the following face-to-face activities: Assessment Services; Individual and Group Counseling Services; Crisis Intervention Services; and Activity therapies and/or alcoholism and other drug addiction client education. Service Provider shall provide a **minimum of nine (9) hours and up to a maximum of fifteen (15) hours per client per week** of face-to-face treatment. The scheduling of a **one (1) hour per offender per week session of individual counseling** is recommended.

#### **4. Outpatient Program (OP)**

Service Providers shall have component for offenders that successfully complete IOP. The outpatient program shall be provided for the purpose of reinforcing and maintaining recovery. It is well documented in the corrections treatment research, and has been observed in PSD's own population, that offenders who complete treatment, and who return to the general population without any continuing support, lose the effects of treatment, and regress back to criminal attitudes and behaviors.

The outpatient component of treatment must encompass the aspects of relapse prevention, criminal conduct behaviors and attitudes, and prevention of recidivism. Additionally, other topics related to recovery should be added to the repertoire of curriculum topics, such as recovery support systems, job skill development, assertiveness vs. aggression, transportation issues, etc. It should also be noted that the offender must comply with all recommendations that are on his discharge summary from primary treatment. An offender's length of stay in the continuing care program is dependent upon the offender's personal ability and demonstration of maintaining responsible behavior and the counselors' observations and discretion. The continuing care component may also include process group and individual counseling.

The outpatient component shall provide non-residential comprehensive specialized services on a scheduled basis for offenders with substance abuse problems. Professional directed evaluation, treatment, case management, and recovery services shall be provided to offenders with less problematic substance abuse related behavior than would be

found in a residential or day treatment program. Outpatient programs consist of the following: Service Provider shall provide **between one (1) and eight (8) hours per offender per week** of face-to-face treatment and **one (1) hour of scheduled individual counseling per offender per month**. The scheduling of one (1) hour per offender per week of individual counseling is recommended when clinically indicated.

**B. Management Requirements (Minimum and/or mandatory requirements)**

**1. Personnel**

Service Provider shall demonstrate that all current staff meets all licensing and or credential requirement. Service Provider shall employ staff that is suitable to deal with offenders.

No persons currently serving a criminal sentence (i.e. furlough from a correctional facility, on probation, on parole, or under the terms of a DAG/DANC plea) shall be hired by the Service Provider or sub-contractor.

Any employee with a criminal history shall be subject to review and approval by PSD. PSD will review and agree to the employment of staff and sub-Service Providers in writing. PSD must agree upon, any changes to staff and/or sub-Service Providers in writing.

The staff and volunteers, if used by the Service Provider, must be under the supervision of the program director or his or her designee and shall accordingly be trained in offender confidentiality issues and program quality assurance requirements.

Service Provider must have sufficient and relevant staff training and development. All direct service staff shall have training in and be familiar with current procedures and practices, intake, admission, and referral of offenders.

The Service Provider and/or Sub-Provider shall notify each of its employees as well as employees of any subcontractors, who provide services to any person committed to the custody of the Director of Public Safety for imprisonment pursuant to Chapter 706, including a probationer serving a term of imprisonment pursuant to Section 706-624(2)(a) and a misdemeanor or petty misdemeanor sentenced pursuant to Section 706-663, of the Hawaii Revised Statute, Section 707-731, Sexual assault in the second degree and

Section 707-732, Sexual assault in the third degree. In addition the Service Provider and any subcontractor shall maintain a copy of the aforementioned statutes and shall maintain in each of the aforementioned employees and employees of any subcontractors' file written documentation that the employee has received notice of the statutes.

Service Provider shall ensure that clinical supervision over treatment activities is provided by substance abuse counselors (SACs) or program administrators certified pursuant to Section 321-103 (10), Hawaii Revised Statutes; or hold an advanced degree in behavioral health science, with at least one year working in the field of substance abuse addiction. Certified SACs and individuals who hold an advanced degree in behavioral health services shall perform clinical evaluation, treatment planning and individual, group and family counseling; however, non-certified SACs or non-master's level Service Providers may be utilized as long as they are directly supervised by a certified SAC or master's level counselor, and are working toward certification. The Service Provider shall ensure the staff receives appropriate supervision including clinical supervision and administrative direction.

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

- a. List of experience as an agency providing substance abuse services;
- b. List of experience as an agency providing services to offenders and their families.
- c. List of contracts performed for the Department of Public Safety;
- d. List of other prior contracts with the public sector in providing services in general for male and female offenders specifically. Discuss any problems or difficulties encountered in prior contracts. Applicant shall provide a point of contact and telephone number for each contract listed. The Department reserves the right to contact any of the listed points of contact to inquire about the applicant's past service performance and personnel;

- e. Success applicant has had in recruiting and retaining quality staff; and
- f. Applicant's current financial statement and any financial audits completed in the last three (3) years.

For those agencies that do not meet the one-year experience requirement, an exception can be made. The request for an exception shall include at a minimum a discussion of the following:

- a. The reasons why the exception is being requested (i.e., the reasons why the Service Provider does not meet the one year experience requirement, the service for which funds are being requested is a new service, etc.)
- b. The qualifications and experience of the organization in providing services for other related state programs in the past.

## 2. **Administrative**

- a. Service Provider must operate their program in accordance with the rules, regulations, and policies of PSD.
- b. Service Provider is required to meet the qualifying requirements specified in Chapter 103F, Hawaii Revised Statutes.
- c. Service Provider shall have licenses and certificates, as applicable, in accordance with federal, state and county regulations, and comply with all applicable Hawaii Administrative Rules (HAR).
- d. Service Provider shall comply with Title 11, Chapter 175, Mental Health and Substance Abuse System. Service Provider must comply with the State of Hawaii Codes and Regulations (i.e. Fire Code) and all City & County codes, regulations & zoning requirements.
- e. Describe the ability to supervise, train, and provide administrative direction relative to the delivery of substance abuse services.
- f. Service Provider must maintain and show proof of a liability insurance policy of at least two million dollars.



- g. Service Provider and/or Sub-Provider shall inform and educate their employees of all Hawaii Revised Statutes that have reference to the delivery of services for the offenders committed to the custody of the Director of PSD.

### **3. Quality Assurance and Evaluation Specifications**

Service Provider shall ensure quality assurance and ongoing evaluation of the stated goals, objectives and activities of the program.

Service Provider shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. Service Provider shall have a mechanism for receiving, documenting, and responding to consumer grievances, including an appeals process.

Service Provider shall allow PSD to monitor the Service Provider's compliance with the mandates and evaluate the services performed. Based on the assessment/audit report, the Service Provider will develop in concert with the contracting agency, an action plan to address deficiencies.

The Contract Manager shall evaluate unacceptable professional practice or deviations from the curriculum. The Contract Manager may at any time, recommend suspension of the services under the provisions of this agreement. Prior to the suspension of the agreement by PSD, the Service Provider shall be allowed to make every effort to correct any perceived unprofessional conduct by its staff, and shall be given reasonable time to do so. PSD shall determine reasonable time, but thirty (30) days is typical.

### **4. Output and Performance/Outcome Measurements**

Service Provider shall provide a detailed description of its outcome evaluation and measures of effectiveness and should include, but not limited to:

- Total number of offenders referred to the program.
- Number of offenders accepted into the program.
- Number of offenders rejected for admission to the program and reasons for rejections.
- Number of offenders referred to each component (e.g. assessment, educational, individual counseling, etc.).

- Number of offenders dropping out of each treatment component.
- Number of offenders terminated from the program due to misconducts (i.e. positive urinalysis, assault, etc.).
- Number of offenders terminated due to criminal offense.
- Number of drug tests administered.
- Number of positive results and for which drugs .
- Number of offenders completing the program.
- Number of offenders who completed the program and remained drug-free.
- Number of offenders who completed the program and remained arrest-free.

Long term measures of success include recidivism rates and adjustment in the community. However, Service Providers will not be evaluated on measures that occur outside of the contract period.

## **5. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

1. List of experience as an agency providing substance abuse services;
2. List of experience as an agency providing services to offenders and their families;
3. List of contracts performed for the Department of Public Safety;
4. List of other prior contracts with the public sector in providing services in general for male and female offenders specifically. Discuss any problems or difficulties encountered in prior contracts. Applicant shall provide a point of contact and telephone number for each contract listed. The Department reserves the right to contact any of the listed points of contact to inquire about the applicant's past service performance and personnel;
5. Success applicant has had in recruiting and retaining quality staff; and

6. Applicant's current financial statement and any financial audits completed in the last three (3) years.

For those agencies that do not meet the one-year experience requirement, an exception can be made. The request for an exception shall include at a minimum a discussion of the following:

1. The reasons why the exception is being requested (i.e., the reasons why the Service Provider does not meet the one year experience requirement, the service for which funds are being requested is a new service, etc.)
2. The qualifications and experience of the organization in providing services for other related state programs in the past.
3. Description of the activities performed to date and accompanying statistical data.

## **6. Coordination of Services**

The applicant must demonstrate the ability to coordinate program activities, appointments and interviews with correctional counselors, security staff, and other correctional staff.

## **7. Reporting Requirements for Program and Fiscal Data**

Progress reports are due **seven (7) working days after the last working day of the month for that particular month.** Service Provider shall submit monthly written progress reports to the referring Case Manager. Progress reports shall include the following:

- First and last name of the offender
- Date of the report
- Time period the report covers
- Number of attended sessions versus the total number of sessions offered during the time period covered by the report
- Anticipated release date from treatment

Each progress report shall be stamped "Confidential" in the upper right corner on the first page and forwarded to the Case manager. Reports shall focus on the content of the offender's progress. Progress reports for group sessions will include the stated goals covered during the reporting period, offender's improved performance to reach the stated goal, any problems (i.e., when offender lack the support of their family members in

treatment) encountered during the reporting period, and how these problems were addressed. Inadequate progress reports and/or failure to provide progress reports fourteen (14) working days after the last working day of the month, will be grounds for contract termination.

### **C. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

## **IV. COMPENSATION AND METHOD OF PAYMENT**

As compensation for work to be performed by the Service Provider, the State agrees to pay the Service Provider, the total sum not to exceed Two Hundred, Ninety-Four Thousand and No/100 Dollars (\$294,000) for the twenty-four month period commencing approximately June 3, 2013, subject to the availability of funds beyond June 30, 2014.

The following service unit rates per offender include all taxes and shall be the all-inclusive cost to the State:

#### **Intensive Outpatient:**

- 9 hours/week minimum
- 15 hours/week maximum
- Maximum Length of Stay is 136 hours
- 15-minute increment bill is allowed after the first 60 minutes of group and the first 30 minutes of individual)
- Case management is 15-minute increment billing

#### **AND Outpatient:**

- 1-8 hours/week
- 15-minute increment bill is allowed after the first 60 minutes of group and the first 30 minutes of individual)
- Case management is 15-minute increment billing)

\$48 skill/process group

\$24 education group

\$88 assessment, treatment planning, individual or family counseling

\$24 case management

Service Provider may bill for the day of admission, but not for the day of discharge.

Reimbursable activities shall consist of face-to-face Individual sessions including screening, assessment, treatment planning, and counseling; and group sessions including process, task, education, skill building, and recreation groups; and family counseling.

Service Provider may bill only bill for screenings that result in an offender's admittance into the IOP or OP.

Pricing shall be based on unit of service pricing structure. The pricing shall include all taxes, shall be the all-inclusive cost to the State, and no other charges will be honored.

Proposals must include the unit cost for assessments and treatment planning, educational and treatment services, individual counseling, continuing care, and booster sessions for completed IOP participants. Proposal must include the unit cost per hour, per offender, per group for each component as applicable and as well as the estimated number of units to be provided.

Service Provider shall not receive separate compensation for time spent in consultation with Department staff regarding curriculum development, staff meetings and case conferences.

Total payment under this Agreement shall not exceed \$294,000.00 for the initial term of this contract. Any costs incurred over the sums set out in the budget shall be approved by formal contract modification or be at the Service Provider's sole risk

Service Provider shall submit an original invoice and two copies each month indicating the contract number, number of modules conducted by phase, and payment due. If a Sub-Service Providers performed the services indicate full business name of sub-service Service Provider. All invoices shall be accompanied by documentation and shall include:

- a. The date and time of each session
- b. A signed copy of the Attendance Sheet by the Service Provider as to the accuracy and authenticity.

Invoices shall be itemized by the name of each offender, date of each session (by treatment modality) attended during the month. Invoices shall reference the contract number. Invoices shall be signed by the Service Provider's designee to verify the accuracy and authenticity. Along with the invoice, the Service Provider shall attach an attendance sheet that will include the following:

- Date and time of each treatment service, whether completed or interrupted
- Roster of offenders who attend each session
- For absent offender, whether they were excused or unexcused
- Signed copy of the attendance sheet by the Service Provider as to the accuracy and authenticity of the parolees presence and participation

Copies of handouts and client materials and supplies, administrative costs and case management are included in the service components and shall not be billed separately.

The service fee includes all taxes and shall be the all-inclusive cost to the State.

Service Provider shall submit to PSD's ID, the monthly invoice, original and two (2) copies, for payment of delivered services no later than 30 days after the last session for the month. The address is:

Department of Public Safety  
Corrections Program Services – Institutions Division  
919 Ala Moana Blvd., #405  
Honolulu, Hawaii 96814

The monthly invoice shall include the following where the Service Provider's representative shall certify the request for payment and the Department's representative shall approve for payment:

I certify that all expenditures reported or payments requested are to the best of my knowledge in full compliance with the terms and conditions of the contract:

Certified Correct and  
Approved for Payment:

\_\_\_\_\_  
Agency Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Representative

Service Provider shall be compensated in full for each service provided in accordance with the terms and conditions of the resultant Agreement.

Contractor is required to submit a valid "Certificate of Vendor Compliance" for final payment on the contract.

# **Section 3**

## **Proposal Application Instructions**

## Section 3

# Proposal Application Instructions

### General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

### The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

#### I. **Program Overview**

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.



## **II. Experience and Capability**

### **A. Necessary Skills**

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

### **B. Experience**

The applicant shall provide a description of projects/contracts pertinent to the proposed services. Applicant shall include points of contact, addresses, e-mail/phone numbers. The State reserves the right to contact references to verify experience.

1. List of experience as an agency providing substance abuse services;
2. List of experience as an agency providing services to offenders and their families.
3. List of contracts performed for the Department of Public Safety;
4. List of other prior contracts with the public sector in providing services in general for male and female offenders specifically. Discuss any problems or difficulties encountered in prior contracts. Applicant shall provide a point of contact and telephone number for each contract listed. The Department reserves the right to contact any of the listed points of contact to inquire about the applicant's past service performance and personnel;
5. Success applicant has had in recruiting and retaining quality staff; and
6. Applicant's current financial statement and any financial audits completed in the last three (3) years.

For those agencies that do not meet the one-year experience requirement, an exception can be made. The request for an exception shall include at a minimum a discussion of the following:

1. The reasons why the exception is being requested (i.e., the reasons why Service Provider does not meet the one year experience requirement, the service for which funds are being requested is a new service, etc.)
2. The qualifications and experience of the organization in providing services for other related state programs in the past.

3. Description of the activities performed to date and accompanying statistical data.

**C. Quality Assurance and Evaluation**

Service Provider shall ensure quality assurance and ongoing evaluation of the stated goals, objectives and activities of the program.

Service Provider shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology. Service Provider shall have a mechanism for receiving, documenting, and responding to consumer grievances, including an appeals process.

**D. Coordination of Services**

The applicant must demonstrate the ability to coordinate program activities, appointments and interviews with correctional counselors, security staff, and other correctional staff.

**E. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure facilities. Also describe how the facilities meet ADA requirements, as applicable, and special equipment that may be required for the services.

**IV. Project Organization and Staffing**

**A. Staffing**

**i. Proposed Staffing**

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

**ii. Staff Qualifications**

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

**B. Project Organization****i. Supervision and Training**

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

**ii. Organization Chart**

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

**V. Service Delivery**

Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules. Applicant shall include a complete description of services and activities proposed to provide a comprehensive program for sentenced felons. This section shall include, at a minimum, the following:

1. Program philosophy;
2. Program components;
3. Description of case management services, including record-keeping and report writing methods;
4. Description of how individual counseling will be integrated with family education;
5. Description of how basic services will be provided;
6. Types of intervention that will be used;
7. Frequency and duration of the treatment intervention for each;
8. Maximum number of offenders that will be allowed in each component of treatment;
9. Admission criteria;
10. Discharge criteria for both successful completion and unsuccessful completion;
11. Procedure for readmission of offenders into the program when they have been terminated;
12. Estimated number of units for each service component.

## VI. Financial

### A. Pricing Structure

Applicant shall submit a cost proposal utilizing the pricing structure designated by the state-purchasing agency. The cost proposal shall be attached to the Proposal Application.

Pricing shall be based on unit of service pricing structure. Proposals shall also include the unit of cost for each component as well as estimated number of units to be provided. The pricing shall include all taxes, shall be all inclusive cost to the State, and no other charges will be honored.

#### Units of Services and Unit rate

Unit cost for Assessment and Treatment Planning  
 Unit cost for Education and Treatment Services  
 Unit cost for Individual and Family Education  
 Unit cost for Continuing Care  
 Unit cost for Aftercare

All budget forms, instructions and samples are located on the SPO website (see the Proposal Application Checklist in Section 5 for website address). The following budget form(s) shall be submitted with the Proposal Application:

SPO-H-205, Budget  
 SPO-H-205A, Organization-Wide Budget by Source of Funds  
 SPO-H-206A, Budget Justification – Personnel – Salaries and Wages  
 SPO-H-206B, Budget Justification – Personnel – Payroll Taxes, Assessments and Fringe Benefits  
 SPO-H-206F, Budget Justification – Contractual Services – Subcontracts

### B. Other Financial Related Materials

#### i. Accounting System

In order to determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

Applicant's current financial statement and any financial audits completed in the last three (3) years.

**VII. Other**

**A. Litigation**

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

# **Section 4**

## **Proposal Evaluation**

# **Section 4** **Proposal Evaluation**

## **III. Introduction**

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

## **IV. Evaluation Process**

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

### **Evaluation Categories and Thresholds**

<u><b>Evaluation Categories</b></u>		<u><b>Possible Points</b></u>
<i><b>Administrative Requirements</b></i>		
<i><b>Proposal Application</b></i>		<b>100 Points</b>
Program Overview	0 points	
Experience and Capability	20 points	
Project Organization and Staffing	15 points	
Service Delivery	55 points	
Financial	10 Points	
<b>TOTAL POSSIBLE POINTS</b>		<b>100 Points</b>

## VIII. Evaluation Criteria

### A. Phase 1 - Evaluation of Proposal Requirements

#### i. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Certificate of Liability Insurance

#### ii. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

### B. Phase 2 - Evaluation of Proposal Application (100 Points)

### C. Phase 1 - Evaluation of Proposal Requirements

#### i. Administrative Requirements

- Application Checklist
- Registration (if not pre-registered with the State Procurement Office)
- Certificate of Liability Insurance

#### ii. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)



**D. Phase 2 - Evaluation of Proposal Application  
(100 Points)**

**Program Overview:** No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

**1. Experience and Capability (20 Points)**

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

<b>A. Necessary Skills</b>	<b><u>4 pts</u></b>
<ul style="list-style-type: none"><li>Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed services.</li></ul>	<hr/> <hr/>
<b>B. Experience</b>	<b><u>4 pts</u></b>
<ul style="list-style-type: none"><li>Three (3) years of experience of providing services to the criminal justice offenders.</li></ul>	<hr/>
<b>C. Quality Assurance and Evaluation</b>	<b><u>4 pts</u></b>
<ul style="list-style-type: none"><li>Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.</li></ul>	<hr/> <hr/>
<b>D. Coordination of Services</b>	<b><u>4 pts</u></b>
<ul style="list-style-type: none"><li>Demonstrated capability to coordinate services with other agencies and resources in the community.</li></ul>	<hr/> <hr/>
<b>E. Facilities</b>	<b><u>4 pts</u></b>
<ul style="list-style-type: none"><li>Adequacy of facilities relative to the proposed services.</li></ul>	<hr/> <hr/>

**2. Project Organization and Staffing (15 Points)**

The State will evaluate the applicant's overall staffing approach to the service that shall include:

- |   |                     |
|---|---------------------|
| A. <b><i>Staffing</i></b>   | <b><u>8 pts</u></b> |
| <ul style="list-style-type: none"> <li>• <u>Proposed Staffing</u>: That the proposed staffing pattern, client/staff ratio, and proposed caseload capacity is reasonable to insure viability of the services.</li> </ul> | <b><u>4 pts</u></b> |
| <ul style="list-style-type: none"> <li>• <u>Staff Qualifications</u>: Minimum qualifications (including experience) for staff assigned to the program.</li> </ul>   | <b><u>4 pts</u></b> |
| <hr/>   |                     |
| B. <b><i>Project Organization</i></b>   | <b><u>7 pts</u></b> |
| <ul style="list-style-type: none"> <li>• Supervision and Training: Demonstrated ability to supervise, train and provide administrative direction to staff relative to the delivery of the proposed services.</li> </ul> | <b><u>4 pts</u></b> |
| <ul style="list-style-type: none"> <li>• Organization Chart: Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.</li> </ul>      | <b><u>3 pts</u></b> |
| <hr/>   |                     |
| <b>3. <i>Service Delivery (55 Points)</i></b>   |                     |

The evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the POS Proposal Application.

The evaluation criteria may also include an assessment of the logic of the work plan for the major service activities and tasks to be completed, including clarity in work assignments and responsibilities and the realism of the timelines and schedules, as applicable.

- |   |                      |
|---|----------------------|
| • Assessment Services & Treatment Planning      | <b><u>10 pts</u></b> |
| • Education and Treatment Services              | <b><u>10 pts</u></b> |
| • Individual, Family/Couple, & Group Counseling | <b><u>15 pts</u></b> |
| • IOP   | <b><u>10 pts</u></b> |
| • OP  | <b><u>10pts</u></b>  |
| <hr/>   |                      |
| <hr/>   |                      |

**4. *Financial* (10 Points)**

- Adequacy of accounting system
- Competitiveness and reasonableness of unit of service, as applicable
- Financial stability of the applicant.

**C. Phase 3 - Recommendation for Award**

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

# **Section 5**

## **Attachments**

- A. Proposal Application Checklist
- B. Sample Table of Contents

## Proposal Application Checklist

Applicant: \_\_\_\_\_

RFP No.: PSD 13-COR-31

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.\*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
<b>General:</b>				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	<b>X</b>	
Proposal Application Checklist	Section 1, RFP	Attachment A	<b>X</b>	
Table of Contents	Section 5, RFP	Section 5, RFP	<b>X</b>	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	<b>X</b>	
Certificate of Vendor Compliance	Section 1, RFP	Hawaii Compliance Express Website (Link on SPO website)*	<b>X</b>	
Cost Proposal (Budget)				
SPO-H-205	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	<b>X</b>	
SPO-H-206A	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206B	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206C	Section 3, RFP	SPO Website*		
SPO-H-206D	Section 3, RFP	SPO Website*		
SPO-H-206E	Section 3, RFP	SPO Website*		
SPO-H-206F	Section 3, RFP	SPO Website*	<b>X</b>	
SPO-H-206G	Section 3, RFP	SPO Website*		
SPO-H-206H	Section 3, RFP	SPO Website*		
SPO-H-206I	Section 3, RFP	SPO Website*		
SPO-H-206J	Section 3, RFP	SPO Website*		
<b>Certifications:</b>				
<b>Federal Certifications</b>		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
<b>Program Specific Requirements:</b>				
Proof of Insurance	Section 1, RFP		<b>X</b>	

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

## **Proposal Application Table of Contents**

<b>I.</b>	<b>Program Overview .....</b>	<b>1</b>
<b>II.</b>	<b>Experience and Capability .....</b>	<b>1</b>
A.	Necessary Skills .....	2
B.	Experience.....	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services .....	6
E.	Facilities .....	6
<b>III.</b>	<b>Project Organization and Staffing .....</b>	<b>7</b>
A.	Staffing .....	7
1.	Proposed Staffing .....	7
2.	Staff Qualifications .....	9
B.	Project Organization.....	10
1.	Supervision and Training.....	10
2.	Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
<b>IV.</b>	<b>Service Delivery .....</b>	<b>12</b>
<b>V.</b>	<b>Financial.....</b>	<b>20</b>
	See Attachments for Cost Proposal	
<b>VI.</b>	<b>Litigation.....</b>	<b>20</b>
<b>VII.</b>	<b>Attachments</b>	
A.	Cost Proposal SPO-H-205 Proposal Budget SPO-H-206A Budget Justification - Personnel: Salaries & Wages SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits SPO-H-206C Budget Justification - Travel: Interisland SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart Program Organization-wide	
D.	Performance and Output Measurement Tables Table A Table B	

Sample

E. Table C  
Program Specific Requirement